



Rate Reform FAQs about Transportation Services

Q1. For Transportation Company services (service code 875), the original rate study recommendation involved a per person, per trip rate. The final rate model billing is per vehicle miles. Why was it changed?

A1. The decision to use a per mile rate was made in response to feedback from the community as well as meetings with providers and regional center staff. This methodology will continue to be monitored during the implementation phase.

Q2: For Transportation Company (service code 875), what is included in the transportation-related billing rate?

A2. The mileage rate is inclusive of transportation-related costs, including staff time, vehicle related acquisitions, and operating costs (e.g., fuel, maintenance, etc.).

Q3: Can individuals with different ambulatory status ride in the same vehicle?

A3: Rates and subcodes have been established for three different vehicle sizes and non-ambulatory accommodations. Individuals who are ambulatory may ride in a vehicle equipped to serve non-ambulatory passengers and will use the non-ambulatory vehicle subcode and rate.

Q4. What is the appropriate use of Transportation - Additional Component (service code 880)?

A4. The service is only intended to cover the transporting of individuals to and from the vendor's program and should not be used for trips that occur within the program as part of the program's services.

Q5. Are there any changes for Transportation – Assistant Services (service code 882)?

A5. There are no rate variations or billing changes for this service. If an individual requires supports while being transported, the direct care staff who accompany the individual will be billed separately under Transportation Assistant services (882).

Q6. Why are there separate rates based on the mobility status of the individual under Transportation Broker (service code 883)?

A6. The rate study recommends a different, higher rate for brokering services for individuals who are non-ambulatory because there are fewer options for these individuals, requiring more effort on the part of the broker to arrange transportation.

Q7. For Transportation Broker (service code 883), there was reference to this service as “Transportation Coordination” in previous stages of rate reform. Are these terms synonymous?

A7. Yes, during the comment process it was determined to leave the Broker service labeled “Broker” rather than changing to coordination.

Q8. Do the rates effective January 2025 include the most recent minimum wage requirements and IRS mileage reimbursement rates?

A8. Yes, rate increases include these adjustments.

Q9. How are vehicle sizes classified?

A9. Vehicles are classified by capacity as follows (includes the driver):

- Small vehicles accommodate 10 or fewer individuals
- Medium vehicles accommodate 11– 18 individuals
- Large vehicles accommodate more than 19 individuals

Q10. How will a Transportation Company (service code 875) complete monthly billing?

A10. Providers will have a contract authorization for each vehicle type owned. Vendors will bill the contract for the total mileage by vehicle type, regardless of the number of vehicles in that rate type. For example, if three vehicles under the “small” category travel a total of 100,000 miles in a month, the provider will bill one authorization for the small vehicle rate at 100,000 miles. Providers will claim attendance against the zero authorization and will need to track attendance.

Q11. For Transportation Company services (service code 875), how are rates calculated?

A11. All authorizations will be based on the vehicle type, rather than by the individual. For example, vehicles that have been modified to serve individuals who are non-ambulatory (regardless of the ambulatory status of all of the riders) will receive the non-ambulatory rate and small vehicles will receive the small vehicle rate. Vehicles that accommodate individuals that are non-ambulatory are typically equipped with wheelchair lifts and/or stretchers and spacious interiors for comfort. They will have some combination of a wide entry door, a ramp, or a low step.

Q12. The costs associated with Transportation Company services (service code 875) do not reflect increases in a variety of factors. What is the Department’s plan to address this?

Q12. The Department is meeting with a group of transportation providers and regional center staff to evaluate the current model which may result in future updates.